Thinking About Innovation through the STAR Checklist v. 2 and Beyond

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April 28, 2016 Colorado Interlibrary Loan Conference

**Success Today?**

1. Understand innovation can be the simplest idea.
2. Pick up some innovation ideas.
3. Ideas on what can better enable innovation.
4. Consider taking the RRSI checklist

* *Will take audience participation*

**Define Innovation**

* Innovation is:
* - *a new idea, device, or method*
* - *the act or process of introducing new ideas, devices, or methods*
  + http://www.merriam-webster.com/dictionary/innovation
* *Innovation is simply what happens when you’re passionate about something and you change it any way to improve its value for someone.* (Thanks to Rhonda Machlan, ILL guru at State Library of Kansas for sharing this link with me).
* Bob Schrier
  + <http://agblog.auto-graphics.com/library-innovation-its-not-what-you-think-it-is/> This is critical in recognizing innovation can be less than what it took to get to the moon as well as the importance of something that you are passionate about.

Think of innovation as more than technology. For today, we’ll share innovations in the following areas (and more)

* Technology
* Practice/Workflow
* Policy
* People

**What Inspires Innovation?**

* What your patrons value (what are you doing to truly understand what your patrons value?)
* Your organizational goals
* What are you passionate about
* Borrowing, building ideas from others

Building on other ideas, go back to group of vendors and technologists who wrote a white paper on changing resource sharing back in 2005. Group included: Brenda Bailey-Hainer (long-time member of Colorado ILL Conference Planning Committee), Mark Needleman, Gail Wanner, Candy Zemon, Eric Jung, Dan Iddings, Clare MacKeigan, Ted Koppel.

This led to creation of brainstorming forums with the first in Denver which led to the Rethinking Resource Sharing Initiative.



A manifesto was created:

* *We believe that the user should be able to get what s/he wants on the terms that s/he chooses without undue hurdles from the library community. As libraries are making their collections visible on a global scale, so should they provide an international resource delivery system or a service model that combines the strengths of all participating libraries.*

Seven principles were created to encourage innovative thought.

See <http://rethinkingresourcesharing.org/> for more information on the above including the original white paper. This group created a checklist to help think about innovation.

**STAR Checklist**

The **ALA RUSA STARS Rethinking Resource Sharing (RRSI) STAR Checklist** provides library staff an opportunity to review and reflect on the policies and processes that comprise the resource sharing service they provide.

* This checklist is available online or as a pdf
* Not all items expected to be appropriate for everyone
* 100 questions
* Each question answered by:
  + We do this now (2 points)
  + We plan to implement this in the next 12 months (1 point)
  + We do not do this (0 points)
* There are four STAR levels. Participants receive a certificate.

**Sharing Innovation ideas as we review a few questions from the STAR Checklist.** We shared some innovation ideas including a number from the audience. Those are included at the end of this handout.

* *Principle 1 ~ Restrictions shall only be imposed as necessary with the goal that the lowest-possible-barriers-to-fulfillment are presented to the user.*
* Q3 Library’s physical holdings (including monographs, microforms, audio/visual materials, special collections, and other physical collections) are up-to-date within a year in resource sharing systems.
* We do this now (2 points)
* We plan to implement this in the next 12 months (1 point)
* We do not do this (0 points)
* Q4 Library’s electronic holdings (including ebooks, e-journals, and other electronic content) are up-to-date within a year in resource sharing systems i.e. using OCLC’s Knowledge Base or Rapid ILL, Relais D2D.

We also had audience share some innovations that generally supported certain principles, such as:

* *…lowest-possible-barriers-to-fulfillment are presented to the user*
  + Technology innovation ideas?
  + Practice/Workflow innovation ideas?
  + Policy innovation ideas?
  + People innovation ideas?
* *Principle 2 ~ Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type.*
* Q41 Library lends and borrows e-books as per license terms/advocates for rights to lend e-books through ILL.

*Principle 3 ~ Global access to sharable resources shall be encouraged through formal and informal networking agreements*

Q47 Library loans non-returnable items to libraries outside of home country.

Q48 Library loans returnable items to libraries outside of home country.

*Global access to sharable resources...*

* *Princple 4 ~ Sharable resources shall include those held in cultural institutions of all sorts.*

Q52 Lending library loans A/V materials. Examples: CDs, DVDs, VHS tapes.

Q50 Lending library loans unique, locally created materials such as dissertations, town reports, etc.

* Principle 5 ~ Reference services shall be readily accessible from an initial “can’t supply this” response.

Q62 ILL staff informs cataloging/metadata/e-resource management services staff of records with outdated or incorrect holdings discovered during borrowing and lending workflows.

Q60 ILL staff provides assistance to users or refers users to reference librarians to help determine alternative resources when an item cannot be borrowed.

* *Principle 6 ~ Libraries should offer service at a fair price rather than refuse but should strive to achieve services that are not more expensive than commercial services.*
* Q67 Lending library charges reasonable fees that encourage, versus discourage, resource sharing
* Q66 Lending library allows free sharing of materials whenever possible
* *Principle 7 ~ Library registration should be as easy as signing up for commercial we based services. Everyone can be a library user.*

Principles ~ three additional areas of interest by RRSI

* Privacy/Security of Patron Information
* Evaluating Services
* Training and Staff Development
* Q88 Library staff evaluates user needs and user satisfaction.

Regarding the Rethinking Resource Sharing Initiative

* Encourage you to visit the webpage
* Consider completing the checklist
* Manifesto will be revised so all comments welcome

Other innovations – free sharing

**What’s Needed to Innovate**

Ben Gran – cabbage - listed 10 things that kill motivation and innovation. Here are four from a positive angle – great blog post on this

* Mentoring, Coaching, Not Micromanaging
* Have a sense of purpose, mission
* Communicate early and often
* Celebrate success

https://www.kabbage.com/blog/10-ways-to-kill-motivation-and-innovation-in-your-employees/

Suggestions from some of my innovation-minded colleagues at KU Libraries

* *Imagination and determination. Whenever I hear innovation I think of “thinking outside the box.” And determination because you’re probably going to hit a few potholes before you park in the garage.*

-Nate

*Spirit of experimentation – willingness to try new things and not be afraid to “fail” (failure leads to greater success) – reflective, keep trying*

-Pam

*Maximize collisions (as emphasized by Zappos)* – what is your library physical layout and what practices do you support to have people engage with each other (especially outside of their regular departments)

-Sharon

* *Entrepreneur-like employee + Risk-willing supervisor (season with an Activator, action is necessary) = Innovation. Sprinkle with Perseverance*
* -Mike

Some additional needs at the individual and organizational level

* Mindfulness
* Emotional Intelligence
* Strengths concepts

*“Play is the highest form of research”*

-Albert Einstein

* “*I admit it’s fatally dangerous, but I’d get to fly around like Iron Man.*”
* -Astronaut Mark Whatney in the movie The Martian
  + See <https://antedote.com/3-lessons-innovation-martian/> Technology was critical for Mr. Whatney but just as important was the human spirit and more.

Actions to consider

* Read a good book (thank you Gutenburg) Consider Brene Brown’s *Daring Greatly: How the Courage to Be Vulnerable Transforms the Way We Live, Love, Parent, and Lead.*
* Explore the world using technology (thank you Pier Giorgio Perotto)
* Relax with a glass of wine or your favorite beverage (thank you to the inventors of the cork)
* Consider watching *The Martian* for a powerful look at the importance of the human element amidst all the technology.

Thank you to:

* Rethinking Resource Sharing Initiative and ALA RUSA STARS Policies Committee – providing some slides and some overall energy into innovation
* Everyone that share their successes (and learning failures) no matter how big the impact

**Some resources**

**Understanding how your patrons value your services**

Micquel Little , Lars Leon , (2015) "Assessing the value of ILL to our users: a comparative study of three US libraries.: ", Interlending & Document Supply, Vol. 43 Iss: 1. Also available in KU Scholarworks at <http://hdl.handle.net/1808/16369>

**Mindfulness** (thanks to Sharon for tips)

Short video on the basics of what mindfulness is

https://www.youtube.com/watch?v=HmEo6RI4Wvs

Excellent book for beginners.

Kabat-Zinn “Mindfulness for Beginners: Reclaiming the present Moment – and Your Life (2012).

Another good book Sharon recommends. Sharon notes he also writes a blog for Psychology Central on Mindfulness.

Elisha Goldstein. The Now Effect: How a Mindful Moment Can Change the Rest of Your Life

**Strengths concept**

Video of Marcus Buckingham describing the basics of the strengths concept. He is no longer with Gallup but this video does good basic description

<https://www.youtube.com/watch?v=hWZTdso2Njs>

There are multiple ways to work with strengths from simple self-charting of “love-it/loathe-it” to tests one can pay to take. Two books from Gallup who are leaders in the field include:

StrengthsFinder 2.0

<http://www.amazon.com/StrengthsFinder-2-0-Tom-Rath/dp/159562015X>

Strengths Based Leadership: Great Leaders, Teams, and Why People Follow

<http://www.gallup.com/press/176588/strengths-based-leadership.aspx>

**Emotional Intelligence**

Good YouTube “book review” of Daniel Goleman’s book that describes his concept

<https://www.youtube.com/watch?v=n6MRsGwyMuQ>

Daniel Goleman. *Emotional Intelligence: Why it Can Matter More Than IQ*

**How we interact (interaction forms strong basis for how well we can build on each other’s ideas)**

Dr. Brene Brown reading her parenting manifesto to Oprah – check it out. It at least has impact on home-life if not aspects to consider for a work environment.

<https://www.youtube.com/watch?v=hhXqWBshZwo>

Dr. Brene Brown Ted talk on “listening to shame” and how it impacts how we interact.

https://www.youtube.com/watch?v=psN1DORYYV0

**General Innovation**

Scott Berkun. The Ten Myths of Innovation: the best summary blog post

<http://scottberkun.com/2013/ten-myths-of-innnovation/>

**Rethinking Resource Sharing Initiative (manifesto, principles, checklist)**

<http://rethinkingresourcesharing.org/>

**Thank you to audience members who shared some innovations at the conference. Thank you to Carol Kochan, Utah State University, for taking notes for me. We stressed some ideas do not apply to all environments but it is worthwhile to share to consider.**

Electronic Holdings:

* One library has person from ILL attend E-Resource Meetings
* Importance of communication across libraries
* Using the OCLC Knowledge base
* IDS Project has tool for awareness of what can be fulfilled from electronic holdings

Low Barriers to fulfilling

* Various tools out there for people to more easily share e-books – Occam’s Reader, One library uses another set of tools.

Global Access shareable resources

* Non-returnable outside the US. Use odyssey and/or article exchange
* Returnable – Some libraries have ceased due to postage costs (and shrinking budget) – What can we do to overcome?
* Others conditional the price of the postage to the borrowing library to recoup costs so that they can continue to supply.

Global access to shareable resources:

* Some libraries use Dropbox to share internationally
* There are some foreign libraries in RapidILL which allows for seamless sharing of articles.
* Just in time budget can purchase items only owned overseas and save money.
* GIF project between North American and Japanese libraries, use ISO standard.

Lend unique materials dissertations, archives, etc.

* Some libraries lend duplicate copies and/or digitize dissertations and other materials on demand.
* Hard to lend if library owns only copy of item in the world.
* Refer patrons to Special Collections if appropriate.
* If can’t borrow unique items, help undergraduates locate alternative sources.

Inform cataloging if library holdings are incorrect (have a note in ILLiad that can quickly send the message to the cataloging staff

Survey yearly to see if resources are meeting patrons needs

One library-wide survey includes library services. See if meet needs or need to look at new services or changes.

Values assessment to truly understand why your patrons’ value your services

Training and staff development with student workers emphasizing confidentiality of requests (some students have access to address/phone numbers is circulation system).

Professors who call to see if students have ordered books. Educate on library privacy policy .

Make wiki steps blog for lending requests.

Use blackboard to train staff

Group work to revise policies.

Other innovations

* Use standard e-mail templates
* Quarterly webinars for public libraries in the state
* Seek out mentors
* If get compliments from patrons’ route to all the staff and publicly acknowledge.
* Share with other staff in the library.

Importance of recognizing and celebrating. However, good to find out out how people like to celebrate and be recognized. Calling a person to the front of the room at a meeting may be embarrassing and not the way a person prefers to be recognized.